# STATE OF TENNESSEE
## TREASURY DEPARTMENT
## CLASS SPECIFICATION

| | |
|---|---|
| **Class Title** | **Salary Grade/Range** |
| Information Resource Support Specialist 2 | |
| **Functional Title** | |
| Security Analyst | |
| **Employee(s)** | **Position Number** |
| | |
| **Effective Date** | **Non-Civil Service Division** |
| January 1, 2011 | Information Systems |

## SUMMARY

Under the general supervision of the Infrastructure & Security Manager, perform the activities involved in administering the Information Systems security policies of the State of Tennessee and the Treasury Department.

## DISTINGUISHING FEATURES

Implements and maintains security access controls for Treasury's network and application systems for all Treasury and third-party users having authorized access to such resources. Assists external agencies and users with such access as required. Provides Tier 1 "break/fix" trouble-shooting, routing of trouble tickets to appropriate IS, vendor and/or OIR personnel. Responds to Audit staff requests as it relates to Information Security. Trains users on initial application access.

## EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Provides user-level security setup for new users, password resets, and user rights termination for department employees, external vendors and contractors.

2. Maintains security profiles for all Treasury Users including contractors.

3. Monitor security reports for all applications and takes action as required.

4. Trains support staff and end users in the installation and use of security access controls and logon, including explanation of password controls. Provides assistance to users as needed.

5. Answer and process on-line user trouble tickets.

6. Manage trouble ticket workflow to IS, vendors and/or OIR as appropriate.

7. Provide follow-up for all logged issues within Service Level Agreements.

8. Answer base-level "how to" questions regarding security from end users.

9. Assists in training and developing Security Backup position.

10. Other duties as assigned.

## MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with an Associate or Bachelor's degree in Information Systems or Computer Science.

Require 1-2 years experience in a comparable computer technical support position(s).

Financial or accounting background a plus.

DoD 8570, CompTIA Security +, or GIAC Security certifications a plus.

Criminal background check and social security number trace is required for this position.

## RECOMMENDED COMPETENCIES

- Analytical, Problem-Solving Thinking
- Desktop application knowledge
- Detail Oriented
- Excellent Communication Skills (written and oral)
- Customer Service Attitude and Manner
- Knowledge of Treasury and Retirement business functions and workflows a plus